Frequently Asked Questions

1. Why is Christiana Care changing from Ultipro to Workday?

Christiana Care wanted to implement a technology solution that would allow for a more integrated, employee self- service delivery model to improve the overall customer experience. Workday was chosen because it is user friendly, enables efficiencies, and improves the employee experience. Workday also allows for increased transparency and ownership of processes, and more accountability on the part of both managers and staff.

2. How do I log in to Workday?

If you are onsite at your Christiana Care location, you can access Workday through the home page of HR Online by clicking on the Workday link in the left Quick Links menu. You will not be required to provide your 801# and password.

If you are logging in through a generic workstation onsite at a Christiana Care location, you can click on the Workday link on HR Online, however you will be required to enter your 801# and password.

If you are logging in remotely through the employee portal, you will need to access www.christianacare.org and select the Workday link at the bottom of the page under the Log In menu. You will be required to enter your 801# and password.

If you are logging in remotely through Pulse, you can access Workday through the home page of HR Online by clicking on the Workday link in the left Quick Links menu. You will not be required to provide your 801# and password.

3. What tasks am I able to perform in Workday that I could not perform before?

In Workday, employees will have the ability to perform more self-service tasks at their own convenience. For example, employees can do the following tasks directly in Workday:

- Process life event changes (birth, adoption, death, marriage, divorce, spousal loss/gain of coverage)
- Update beneficiaries and dependent information
- Make changes to Federal W-4 withholding elections
- Add/edit direct deposit payment elections
- Access and edit important HR and Payroll information through a mobile device (iPhone, iPad, Android)

4. What should I do if I need help navigating the Workday system?

There are multiple resources to assist you in navigating the Workday system. On the Workday landing (home) page, there is an Employee How To icon (worklet) that includes links to job aids for common tasks within Workday. Additionally, there are multiple links within the Workday business process tasks that will allow for just-in-time assistance.

If you need additional assistance, please contact the Employee Service Center at (302) 327-5555 or (866) 849-8598.

5. **What is the Workday Inbox and how is it different from my Outlook inbox?**

   The Workday Inbox contains information specifically related to Workday. There are three tabs within the Workday Inbox: 1) Actions, 2) Notifications, 3) Archive.

   The **Actions** tab shows all of the actions that you need to complete within Workday. Items will remain in the Actions tab until you indicate that they are complete. The **Notifications** tab shows the recent inbox items that you've received based on actions that you've taken. The **Archive** tab shows the status of "in progress items" and historical actions.

   Each day that you have **actions** to perform in Workday, you will receive a Daily Digest in your **Microsoft Outlook Inbox** that provides a list of the to-do items that you need to complete. To see the details of the action item, you will need to access your Workday Inbox.

6. **How do I access Workday on my mobile device?**

   You can access Workday through your iPhone, iPad, and Android device. You will need to download the free Workday app from your respective App Store or Play Store. A Job Aid with information on how to set up and navigate through the Workday mobile application can be found in the Employee How To icon (worklet) on the Workday home page (landing page).

7. **When can I access my payslip?**

   Payslips will be accessible on Thursday morning of the pay week.

8. **Where can I access my payslip?**

   You can access your payslip by clicking on the Pay worklet on your Workday landing page. Once there, you have the option to view payslips by clicking on the "Payslip" link under the View column. You can also access recent payslips by clicking on the applicable payslip under the Payslips column.

9. **How will my PTO hours appear on my payslip and within Workday?**

   Paid Leave and Disability balances on the payslip reflect accruals as of the close of the last pay period included in the check. Real-time accruals will be reflected in Kronos.

10. **How will my PTO hours appear in Workday?**

<u>In Workday</u>, Paid Leave and Disability accrual balances will appear in hours and fractions of hours as a decimal, as they do today. **<u>In Kronos,</u>** the format of Paid Leave and Disability accrual balances will appear in the format of hours and minutes (HH:MM). For example, 1.54 disability hours will now appear as 1:33 in Kronos, and 9.54 Paid Leave hours will now appear as 9:33 in Kronos. **<u>The two values are equivalent to each other</u>**, but appear in different formats, depending on the system in which the information is viewed.

11. Will my current direct deposit information automatically update from Ultipro to Workday?

Yes, any direct deposit information that is in effect as of the pay period end date of 10/25/14 will automatically transfer to Workday. Employees will have the ability to update their direct deposit elections directly within Workday, which will take effect with the next immediate pay cycle.

12. Will bonus payments and manual checks be paid in the same manner with Workday?

Spot bonuses and adjustments will be paid as a single check with the regular bi-weekly pay rather than a separate check, as they are paid today.

Manual checks (i.e. missing hours) that are 20% or more of your gross pay will be paid on **Friday** of the off-pay week, if the request is received by Wednesday morning of the off-pay week. Any manual checks that are less than 20% of your gross pay will be paid in the following bi-weekly pay.

13. Why does there appear to be a difference in the earning codes on my payslip?

In order to create efficiencies and allow for easier understanding, several like earning codes were combined, and others were eliminated. For example, all earning codes that paid at the same rate were combined and will appear in Workday as “Regular.” Please refer to the chart below for a list of the revised earning codes.

Workday Earning Code	UltiPro Earning Code
Regular	Day Regular Hourly Evening Morning Light Duty Q-Time Shared Dec Mak
PTO	Paid Leave Advance Paid LV Scheduled Leave (VNA) Holiday Cash Out (VNA)
Unscheduled PTO	Unplanned Lv PTO Unsch NsgVs (VNA) PTO UnschdThpVs (VNA) Unsched Leave (VNA)

Education	Inservice Outside Ed Inserv/Mtg (VNA)

14. Why has my job code changed?

In preparation for the implementation of Workday, the HR Compensation department evaluated the current job codes and job profiles. Essentially, empty, legacy and duplicate roles were removed with no impact to Service and Craft jobs. Although all employees have been placed in new job profiles, this change will not impact an employee's pay, job responsibilities, or promotability.

15. Will my retirement information be viewable in Workday?

All retirement information will be housed in Lincoln, and not in Workday. Lincoln can be accessed directly through Workday via single sign-on by selecting the Lincoln link under the Pay worklet on the Workday landing (home) page. Note: **Employees must go to Lincoln to designate beneficiaries for retirement.**

16. Does Workday have downtime when the system is not accessible?

Yes, every Saturday from 2:00 a.m. EST until 6:00 a.m. EST, Workday has scheduled downtime. During that time, Workday is not accessible.

17. What is the difference between an error and an alert within Workday?

In many instances, the Workday system is intuitive enough to know if you may have forgotten to enter required information or you have entered information incorrectly. In those cases, if there is a need to resolve the issue before you can proceed through the task, Workday will provide a red alert message, advising of what needs to be corrected before you can proceed.

In some cases, Workday will also provide an orange alert message as an FYI for you to consider before proceeding with the task that you are completing. With alert messages, you are not required to revise information before proceeding as you are with an error message.

18. What should I do if I notice that my work location is incorrect?

Work locations now show at the building or tower level. If your location is incorrect, you should contact your manager in order to have it updated. Additionally, the work *address* is connected to the work location (building/tower) and is not editable.

19. How can I view my current pay rate?

You can view your current base pay rate within your worker profile. Once in your worker profile, select the Compensation tab and then select the Compensation sub-tab. You will see your base pay rate listed under the section titled "Plan Assignments."

20. **How do I delete items from my Workday Inbox?**

    Items in your Actions tab will be removed from your Inbox once the to-do task has been completed.

    Items in your Notification tab will remain for 30 days, unless deleted. To delete items in your Notifications tab, clicking the "X" on the right inside of the box. Once the Inbox is refreshed, the item(s) will be deleted.

    Items in your Archive will remain for 30 days and cannot be deleted.

21. **Since Workday can be accessed through single sign-on, if I access Workday from a shared computer or generic workstation, how do I log out securely.**

    When you log out of a shared or generic workstation is it important that you close out the **Internet Explorer browser** (*<u>not</u>* just the Workday tab) completely by clicking the "X" in the upper right hand corner to ensure that you're logged out of the system. Failure to do so could allow for another individual to log in behind you and access your private information.

22. **Can I search for other employees in Workday?**

    Yes, you can search for other employees within Workday by typing all or part of the employee's name in the Search field. When you click on the employee's name, you will have access to the individuals picture and work contact information.

23. **When can I start submitting my expense reimbursement requests in Workday?**

    Beginning February 16, 2015 employees will submit their reimbursement requests directly online through Workday. **Any expenses incurred prior to February 16 must be processed on paper, regardless of when they are submitted.**

24. **What are the timeframes for submitting expenses for reimbursement?**

    Expenses should be submitted within **<u>60 days</u>** from the receipt date, or they may be treated as taxable income. Expenses must be submitted within **<u>90 days</u>** from the receipt date or they will not be eligible for reimbursement. (**Note:** Expenses can now be submitted once the charge in incurred versus waiting for travel to take place.)

25. **Since we will no longer be submitting reimbursement requests on paper, how do I provide copies of my receipts?**

    Receipts and/or other supporting documentation are still required, despite the change to how reimbursement is being requested. Employees will attach supporting documentation directly to Workday by either uploading supporting expense documentation directly through the Workday app on their smartphone/mobile device (iPhone, iPad, Android) or by scanning documentation from a copier/scanner on to their desktop and uploading it to Workday from there.

26. **What can I request reimbursement for in Workday?**

With the exception of fitness and tuition reimbursement, which will continue to be processed as they are today, all other out-of-pocket business related expenses that were submitted on paper will now be submitted through Workday. Likewise, employees will be expected to provide the same supporting documentation in Workday that they are required to provide today.

27. **Can I make a change to an expense report once I've already submitted it for review?**

Yes, as long as the expense report has not been submitted for payment, it can be edited. To do so, you can pull up the Expenses worklet, click on the "Expense Reports" link in the View column and then click on the "Change Expense Report" button next to the applicable expense report. Once re-submitted, the expense report will be routed back through the review and approval process.

28. **What is the per diem amount that I can use for meals when traveling for business?**

You are permitted to request reimbursement for **up to $60 per day**, when traveling on business for more than one day, even if your total meal costs are greater than $60 for the day. If you do not spend all $60 for meals in one day, the balance will not carry over to the following day(s).

29. **What are my payment options for expense reimbursement?**

Out-of-Pocket business-related expenses will only be reimbursed in the form of direct deposit. If you receive your bi-weekly pay in the form of a check, you will need to set up a direct deposit account for your expense reimbursement. You can do so by clicking on either the Pay worklet or the Expense worklet on the Workday home page and clicking on the link for "payment elections." For additional assistance in setting up your payment elections, click here: Payroll - How To Set Up Payment Elections .

30. **I usually ask my Administrative Assistant to complete my expense reimbursement requests for me. Can I still do that with Workday?**

Only those individuals who have the ability to delegate tasks in Workday (managers and above) will be able to have another individual submit the expense reimbursement on their behalf. Otherwise, employees will need to submit their own expense reimbursement reports.

31. Can I still request a check to pay for a conference or hotel in advance?

Yes. The check request process will remain the same as it is today. Workday should only be used to reimburse employees for out of pocket expenses.

32. How do I track the status of my expense reimbursement request?

You can track the status of your reimbursement request by entering the Expenses worklet and clicking on the related actions icon  next to the applicable expense report date. The status of the expense reimbursement will show in the top center of the window.